

A COMMUNICATION SYSTEM ARCHITECTURE

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Abstract of WO9834391

A system and method for routing telephone calls, data and other multimedia information through a hybrid network which may include transfer of information across the internet. Profile information is utilized by the system throughout the media experience for routing, billing, monitoring, reporting and other media control functions. The system can include prioritized routing. The system can also facilitate callback sessions and present a display to a caller via a web page that includes status information pertaining to the callback session. Calls and callbacks can also be routed over the hybrid network. Through use of the system, users can manage more aspects of a network than previously possible, and may control network activities from a central site.

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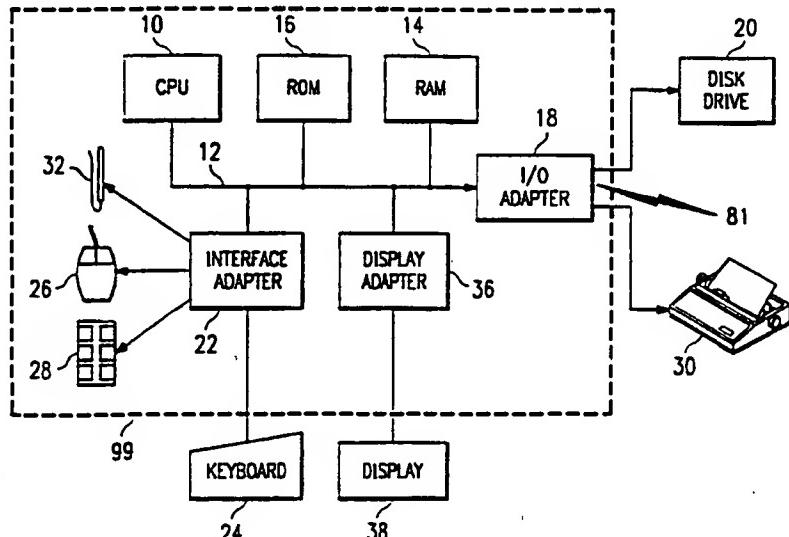
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(57) Abstract

A system and method for routing telephone calls, data and other multimedia information through a hybrid network which may include transfer of information across the internet. Profile information is utilized by the system throughout the media experience for routing, billing, monitoring, reporting and other media control functions. The system can include prioritized routing. The system can also facilitate callback sessions and present a display to a caller via a web page that includes status information pertaining to the callback session. Calls and callbacks can also be routed over the hybrid network. Through use of the system, users can manage more aspects of a network than previously possible, and may control network activities from a central site.